

Recruitment of Chief Operating Officer (COO)

Tamilnad Mercantile Bank Ltd, one of the leading private sector Banks in India is looking for a highly skilled and experienced professional for the position of Chief Operating Officer at our esteemed bank. The role will be to lead transformation projects across the organization, provide inspiring leadership drive growth initiatives and achieve bank's business targets. This position will be primarily responsible for formulating and executing plans to unlock growth in liabilities franchise, turn around retail assets business and modernize core MSME portfolio via business process re-engineering, etc.,

Please read all the details, information and instructions carefully before applying

Particulars	Qualification / Skill Set Required
Tenor for appointment of COO	On Regular basis or Contract basis for a period of 3 years and renewable based on performance.
Pay	Salary is not a constraint for right candidate.
Other allowance	Besides the pay, entitled to reimburse Monthly House Rent of ₹25,000/- per month or the actual whichever is lower and a chauffeur driven car.
Age	Preferably not more than 55 years.
Experience	Overall experience of at least 15 years in banking or finance services, out of which minimum 5 years shall be in the Planning / Business Development / Advances / Compliance functions.
Skills	Good understanding of industry and strong communication skills, Emotional Intelligence, Conflict resolution skills, Negotiation skills, Leadership skills, Prioritization and time management, Empathy, Strategic planning and sensitivity to supervisors' expectation.
Others	No vigilance case or adverse observation from RBI, shall be pending against the candidate identified for appointment as the COO.

Opening date for registering Online e-applications - 31.07.2023

Closing date for registering Online e-applications - 13.08.2023

Only e-applications registered online through Bank's website will be considering for the selection process

Please ensure to register your correct e-mail id/Mobile number (with country code) while creating User ID for e-applications

Role of Chief Operating Officer (COO)

- Responsible for CASA, Retail Products, MSME and Business Process Re-Engineering, etc.,.
- Develop and execute comprehensive strategic plans to drive growth in TMB's liabilities franchise, scale-up retail assets (venture into affordable housing, personal loan categories etc.)

and transform MSME portfolio on the back of technology led modernization, differentiated product strategy and organizational restructuring.

- Analyze potential opportunities in new market and business segments to build new verticals (E.g., wealth management) and / or revamp existing offerings to penetrate into new customer segments
- Identify business areas where partnerships with fin-techs, NBFCs will play a critical role to scale-up business. Drive conversations and lock agreements with shortlisted partners.
- Own business targets across assets and liabilities franchise and closely monitor growth and profitability metrics relative to aspired targets.
- Collaborate with stakeholders to define and drive business targets – ensuring growth in assets under management with keen focus on to achieve CASA targets, growth in retail assets MSME advances book while also ensuring sustainable performance on metrics like net interest income, cost of funds, NPA target and cost to income ratio.
- Drive dedicated efforts to strategize new plans, devise roadmap of initiatives, align bank-wide stakeholders and successfully execute the activities across the organization to ensure targets are met.
- Provide strategic and executive leadership to the teams responsible for liabilities, retail and MSME advances business. Foster a culture of innovation, collaboration, and continuous improvement. Develop and mentor team members to ensure a high-performance culture and talent retention. Liaise between general managers and MD/CEO to strategize and implement key policy decisions and resolve any bottlenecks hindering business excellence
- Drive business process engineering activities for MSME portfolio to identify, evaluate, and pursue new business opportunities within the MSME segment in this year. Drive dedicated focus to develop and implement targeted business development strategies, including new market entry, product innovation, and strategic partnerships to enhance lending book, drive higher revenue and market share.
- Collaborate with internal and external stakeholders to drive analysis of market trends, customer needs, and competitive landscape within the MSME advances and liabilities business. Utilize data-driven insights to evaluate business performance, identify areas for improvement, and make strategic recommendations to optimize operational efficiency and profitability
- Work closely with risk management team to ensure that risk and compliance frameworks are in place for MSME advances and liabilities business. Mitigate operational and financial risks by implementing effective controls and governance practices in alignment with regulatory requirements
- Foster strong relationships with internal and external stakeholders relevant to advances and liabilities business, including clients, regulators, industry associations, and partners. Collaborate with these stakeholders to identify collaborative opportunities, negotiate agreements, and enhance the bank's reputation

- Identify opportunities to leverage technology, data analytics, and digital solutions to drive operational efficiency, enhance customer experience and create competitive advantages
- Cultivate strong relationships with HNI customers to understand needs and provide tailored solutions. Act as a trusted advisor to clients, offering strategic insights and building long-term partnerships to drive business growth.

Quantitative	Qualitative
Business planning	
<ul style="list-style-type: none"> • Scale-up liabilities, retail and MSME advances and liabilities business • Define and own business targets for the bank businesses - advances & liabilities • Monitor and ensure achievement to targets - CASA deposits, Retail Assets, MSME advances under management, Net interest income, cost of funds, NPA ratio and cost to income ratio etc. 	<ul style="list-style-type: none"> • Guide general managers to translate vision into actionable initiatives and activities • Provide strong expertise-led leadership to drive business growth and ensure competitiveness with market • Bring in best-in-class practices across process engineering, digital transformation, and risk management practices • Provide thought leadership to engage in product-innovation and product-portfolio enhancement
Operational efficiency	
Quantitative	Qualitative
<ul style="list-style-type: none"> • Identify potential areas of improvement across business verticals and size opportunity from gains • Provide strategic recommendations to optimize operational efficiency, profitability and implement them with the executive team • Identify opportunities to leverage technology, data analytics, and digital solutions to drive operational efficiency, enhance customer experience, and create competitive advantages 	<ul style="list-style-type: none"> • Drive change management programs to encourage data recording at each step, use data-driven insights to evaluate business performance • Collaborate with general managers to discuss scope of improvement periodically
Risk mitigation	
<ul style="list-style-type: none"> • Work closely with risk management team to put risk and compliance frameworks in place 	<ul style="list-style-type: none"> • Establish governance practices in alignment with regulatory requirements • Bring in thought leadership to enhance exiting compliance and risk management practices
Leadership & relationship management	

Quantitative	Qualitative
<ul style="list-style-type: none"> • Drive partnerships with associations, fin-techs to enhance scale of business • Nurture client relationships and act as a trusted advisor to clients, offering strategic insights and building long-term partnerships to drive business growth 	<ul style="list-style-type: none"> • Foster strong relationships with internal and external stakeholders and provide inspiring leadership to develop a growth mindset across the organization • Provide strategic leadership and guidance to the teams responsible for advances and liabilities business • Foster a culture of innovation, collaboration, and continuous improvement • Develop and mentor team members to ensure a high-performance culture and talent retention

Procedure of Selection:

The shortlisted candidates will be called for a personal interview The Venue, Date and Time for interview will be communicated to the eligible candidates individually.

General Conditions & Instructions:

The following enclosures to be uploaded along with the e-application

- Self-attested photo copy of SSLC or Higher Secondary Mark Sheet/Transfer Certificate for age proof.
- Self-attested photo copy of Degree Certificate, Professional Qualification Certificate.
- Self-attested photo copy of Any other additional qualification Certificate
- Experience certificate/s and Relieving Letter.

Disclaimer:

Please note that in case of application with incorrect / incomplete particulars, received without copies of certificates, and not received within the stipulated date are liable to be rejected.

Further, the Bank reserves the right to reject any application without assigning any reason and Bank's decision in the matter of eligibility, interview and selection would be final. The Bank reserves the right to eliminate the ineligible candidates at any point of time before, during, or after the interview / selection. The decision of the Bank is final.

The completed applications will be verified and eligible/shortlisted applicants will be communicated individually by post / e-mail with details of the interview to be attended. The Bank reserves the right to reject any application at any point of time without assigning any reason and Bank's decision in the matter of eligibility, conduct of interview and selection would be final. No correspondence in this regard will be entertained by the Bank. No correspondence in this regard will be entertained by the Bank.